
BUDGET UNIT BRIEF – FY 2018

Fiscal Services Division

November 21, 2017



Ground Floor, State Capitol Building

Des Moines, Iowa 50319

515.281.3566

Office of Long-Term Care Ombudsman

Description

Iowa's Office of the State Long-Term Care Ombudsman (OSLTCO) is responsible under both federal and Iowa law for advocating for residents and tenants of long-term care facilities including nursing facilities, residential care facilities, assisted living programs, and elder group homes. The Office is responsible for the following:

- Resolving complaints made by or on behalf of residents of long-term care facilities.
- Educating consumers and long-term care providers about resident rights and good care practices.
- Promoting community involvement through volunteer opportunities.
- Providing information to the public on nursing home and other long-term care facilities and services, resident rights, and legislative and policy issues.
- Advocating for resident rights and quality care in nursing homes, residential care facilities, and assisted living programs.
- Promoting the development of citizen organizations, family councils, and resident councils.

The Office has eight Long-Term Care Ombudsmen, with each Ombudsman covering a different area of the State. In addition to the Long-Term Care Ombudsmen, the Office has two Volunteer Coordinators who are in charge of implementing a certified volunteer program to recruit, train, and monitor Certified Volunteer Long-Term Care Ombudsmen. The Office also has a Discharge Specialist dedicated to assisting residents and tenants with voluntary and involuntary discharges and evictions from health care facilities, elder group homes, and assisted living programs.

The Managed Care Ombudsman Program advocates for the rights and needs of approximately 57,000 Medicaid managed care members who receive care in health care facilities, assisted living programs, and elder group homes in Iowa, as well as members who are enrolled in one of the following seven Medicaid home and community-based services (HCBS) waiver programs.

Funding

Iowa's Office of Long-Term Care Ombudsman received a General Fund appropriation of \$1.2 million for FY 2018.

Related Statutes and Administrative Rules

Iowa Code sections [231.41](#), [231.42](#), [231.43](#), [231.44](#), and [231.45](#)
Iowa Administrative Code [17—8](#)

More Information

Office of Long-Term Care Ombudsman: www.iowaaging.gov/state-long-term-care-ombudsman
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